

SR. BENEFITS ANALYST

DISTINGUISHING FEATURES

The fundamental reason the Sr. Benefits Analyst exists is to perform professional assignments and tasks in the administration of the City's Employee Benefit Programs. These programs are administered through the HR Department and include multiple medical and dental plans, life insurance, deferred compensation, flexible spending account programs, and retirement plans. Technical knowledge of a variety of employee and retiree benefit programs, contract compliance, claims processing and resolution, and program development and presentation is required. This classification is not supervisory. Work is performed under general supervision of the HR Manager.

ESSENTIAL FUNCTIONS

Interprets insurance carrier contracts.

Answers employees', dependents', retirees', and providers' questions and resolves problems regarding the requirements and provisions of benefit programs.

Resolves insurance claim discrepancies.

Advises employees, retirees, and dependents regarding City provided benefit programs.

Drafts correspondence to employees, dependents, retirees, providers, and carriers.

Updates and revises benefit program administrative regulations regarding administration of the City's benefits program.

Coordinates and conducts various benefit program information and enrollment sessions for employee and retirement groups.

Works with providers to ensure proper employee insurance coverage.

Performs research, collects and analyzes data on such subjects as claims and fraud.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Comprehensive employee benefit programs, including flexible benefit programs.
Federal Government COBRA and its ramifications.
City of Scottsdale benefit programs and eligibility provisions.
Principles and practices of employee benefits administration
Claims processing and payment functions
Research techniques
Microsoft products, in particular Word, Excel and PowerPoint

Ability to:

Interpret a variety of computer-generated reports.

Give effective large group presentations.

Ensure detail oriented and quality work products

Analyze information, draw conclusions, and make recommendations

Write clear and concise reports and to develop descriptive materials for management review.

Work with highly sensitive and confidential employee benefit issues

Be an effective listener

Proficiently operate a variety of standard office equipment, including a personal computer, a variety of computer software and other office equipment that require continuous and repetitive eye and arm or hand movement.

Communicate effectively both orally and in writing.

Establish effective working relationships with business contacts, city staff, and the general public.

Maintain regular consistent attendance and punctuality.

Explain complex programs in simple, non-technical language.

Education & Experience

Any combination of education and experience equivalent to five years professional level human resources or employee benefit experience and a Bachelor's Degree in Human Resources, Business Administration, Public Administration, or closely related field.

FLSA Status: Exempt

HR Ordinance Status: Unclassified